

Vermont Psychiatric Care Hospital Procedure

Patient Visitor Procedure

Revised: X

Date: 11/6/14

1. STAFF MUST CONTACT THE NURSING SUPERISOR WITH ANY QUESTIONS REGARDING VISITORS. IT IS THE GOAL OF VPCH TO ASSIST VISITORS IN THE MOST SUPPORTIVE WAY POSSIBLE WHILE ADHERING TO OUR POLICIES AND PROCDURES.
2. Reception shall log in all visitors per their process and give them a visitor ID.
3. Reception shall notify the charge nurse that the patient has a visitor. The Charge Nurse will assign a staff member to escort the visitor. The assigned staff will meet the visitor at Reception and then contact the Charge Nurse directly to inform the Charge Nurse about who the visitor is, who they are visiting, and to seek permission to bring the visitor to the unit at that time or ask them to wait in the lobby (e.g. visitor room in use, patient declining visit at the moment etc.)
4. Assigned staff shall require all visitors to lock up their personal belongings in a locker (Cell phone, keys, purses, etc.), and shall provide the visitor with their locker key.
5. Using the wand from Reception, the assigned staff shall wand the visitors in the salle port (using the wand from Reception). Assigned staff may permit visitors to wait in the lobby while others in the visiting party are being wanded. Assigned staff shall open and examine the contents of any containers, bags, boxes, or other carrying containers that a visitor intends to be brought to the patient or the unit. (See restricted items list in *Restricted Items and Search Procedure*; if any questions call the supervisor).The assigned staff shall perform the initial examination of all containers at the Reception area.
6. Assigned staff will advise visitors that any food brought in for the patient must be consumed at the time of the visit and that left-overs must be taken home (unless approved by the Charge Nurse to be saved; see Food Guidelines).
7. If the visitor asks to visit the unit or the patient before assigned staff is able to complete the container examination, the assigned staff may leave the containers at Reception while s/he escorts the visitor to the unit vestibule. When the assigned staff is no longer needed at the unit, and the visitor has been escorted by nursing staff onto the unit, the assigned staff shall return to the Reception area to continue the container review and determine which, if any, items are suitable to bring to the unit. The assigned staff shall bring those items to the unit and give them to the Charge Nurse or designee for a second review and inventory. The Charge Nurse or designee shall complete the second review process in a timely manner, and shall make every effort to complete the review before the visitor leaves the unit.
8. Drinks must be in plastic sealed containers (no aluminum or glass) and no caffeine drinks will be permitted by VPCH staff before 0500 or after 1300.
9. Assigned staff will escort visitors to the unit vestibule where unit staff will meet the visitor(s) and escort them to the visitors' room or other appropriate location, as determined by the Charge Nurse.

10. When the visit ends, the Charge Nurse must contact the assigned staff to return to the unit vestibule to escort the visitors back to the Reception area. The Reception staff will open the salle port and exterior doors for the visitors to depart. Assigned staff shall remind visitors to retrieve any belongings in the lockers and shall retrieve the locker key from the visitor.
11. If professional visitors such as Disability Rights Vermont wish to visit more than one unit, the Charge Nurse shall assign nursing staff as escort between units.
12. At all times during the escort, VPCH staff shall maintain the confidentiality of all VPCH patients consistent with all VPCH policy and procedures.

Approved by VPCH Policy Committee	Approval Date: November 6, 2014
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